



## Missouri Department of Natural Resources Data Processing Standard

**Topic:** Software Standards

**Item:** B

**Status:** Version 1.3

**Updated:** November 27, 2001

**See also:** n/a

This Standard was reviewed and  
approved

by: \_\_\_\_\_

Jeff Staake, Deputy Director  
Missouri Dept. of Natural Resources

on: \_\_\_\_\_ signed paper kept on file

\_\_\_\_\_ Date




















For staff to make efficient use of computing capabilities, departmental software standards must be followed. Otherwise, staff training, data exchange, compatibility, automated distribution of vendor-recommended security patches, and similar issues become unmanageable. In addition, there is not enough technical staff time and existing expertise to support every possible software product and combination of products. This document describes the department's standard software and the support provided. Please ensure you are using the latest copy of this document, since software standards will be updated/amended as needed. Current copies may always be accessed electronically via the departmental network or web site.

- A. MIS is responsible for maintaining an up-to-date list of standard software. **Refer to the "Standard Software" grid on page 4 for this list.**
- B. The list of standard software is periodically reviewed by MIS and the Data Processing Coordinators to determine if it is in the interest of the department to continue to use and support particular software, or to add software to the list.
- C. Software falls into two main categories:
  1. **Standard**, for high-quality software that is likely to be viable in the future as well as the present. Availability of in-house and vendor support plus many other factors are taken into account. Only one software package will be recommended per category whenever possible to further standardization efforts within the department. All standard software receives full support;
  2. **Non-standard**, for software that does not meet the above criteria. Non-standard software must generally be phased out by a future date, to be determined by MIS and the Data Processing Coordinators. All orders for non-standard software must be accompanied by a technical justification for such a purchase, and be routed first to the appropriate DP Coordinator and then to MIS for approval. Simple cost considerations will normally not be sufficient justification.
- D. MIS is responsible for maintaining an up-to-date list of non-standard software that may continue to receive support while the department migrates to standard software. Support for and use of such software is expected to be phased out at a future date, as yet to be determined. MIS and the Data Processing Coordinators will work together to make such decisions. **Refer to the "Non-Standard Software and Support Provided" grid on page 6 for this list.**

- E. Levels of in-house support may include the following:
1. **Full support** includes training arrangements, installation, resolution of hardware and compatibility problems, and assistance with difficult technical user questions. The support is provided (as a general rule) by IRMs and other data processing staff;
  2. **Minimal support** includes installation, resolution of known hardware and compatibility problems, and help with known answers to user questions. Some divisions may choose to provide additional support to their staff;
  3. **Unsupported** software receives support strictly from the software manufacturer and other external sources. Some divisions may choose to continue providing some support to their staff until their migration to standard products is completed;
  4. **Phased out** software must no longer be used within the department. One exception is software required for the proper function of specialized testing equipment, defined as: Computers which are used solely or primarily for measuring, collecting, and/or analyzing data from electronic instruments.
- F. **Any software not listed in the “Standard Software” grid on page 4 or the “Non-Standard Software and Support Provided” grid on page 6 is non-standard and unsupported.**
- G. Newer versions of software packages are not automatically included within the department's standard. Implementing new versions of some software products, such as Office suites, without a coordinated departmental effort can lead to serious compatibility and/or support issues.
1. The grid indicates with a “+” symbol which product categories don't generally suffer from significant implementation issues between versions, and newer versions of such products are within the standard unless a problem is found with a specific version. In the event of such a problem, MIS will amend the standard to note the exclusion, and IRMs and DP Coordinators will be involved and informed.
  2. For products without the “+” symbol, newer versions are considered outside the standard unless/until the standard is amended to include them, and may not be implemented except for limited testing conducted by IRMs and MIS staff.
- H. So-called “Beta”, “Alpha”, “Pre-release”, and other test or preview versions of new products, upgrades, or individual software components or drivers may not be used on any system connected to the departmental network without express written permission (paper or electronic documents) from MIS. This is necessary to protect the reliability, performance, and security of the network.
- I. Software which interacts directly with the internal structure of the departmental network, including but not limited to network management software and packet and traffic monitors, may not be used on any system connected to the departmental network without express written permission from MIS. This is necessary to protect the reliability, performance, and security of the network.
- J. Considering the volume of available software in the market, there are certainly software categories that have not been standardized at this time. A staff member who believes that a microcomputer software package should be made standard in a category not addressed by current standards needs to speak with their division's DP Coordinator.

There is a supplement to this document, "Office Automation Product Standards", which explains the rationale behind choosing some of these software packages as standards. This standard rescinds all previous standards issued regarding this topic.

## Standard Software

| Category                            | Software  | Version + |
|-------------------------------------|---|-----------|
| Application Development             | Cool:Gen   | 6.0       |
|                                     | Visual Age for Java    | 3.5       |
|                                     | WebSphere    | 3.5       |
| Database (and related software)     | Microsoft Access (in MS-Office Suite)    | 97        |
|                                     | DB2    | 7.2       |
| Disk Defragmentation                | Diskeeper   | 6.0       |
| Disk Partitioning                   | Partition Magic   | 6.0       |
| E-mail and Workgroup (client)       | Lotus Notes                               | 5.0       |
| E-mail and Workgroup (server)       | Lotus Domino                              | 5.0       |
| Graphical Information Systems (GIS) | ESRI ArcView suite of products  | 8.1       |
| Graphics                            | Microsoft PowerPoint (in MS-Office Suite)    | 97        |
| Internet Browser                    | Microsoft Internet Explorer   | 6.0       |
| Local Area Network Support          | Microsoft Windows 2000 Server             | —         |
| Mainframe Communications            | Attachmate Extra  | 6.x       |
| Mainframe Query Reporting Tool      | Focus    | 4.35      |
|                                     | Microsoft Access  | 97        |
| Operating System                    | Microsoft Windows 2000 Professional   | —         |
| Spreadsheet                         | Microsoft Excel (in MS-Office Suite)   | 97        |
| Suites                              | Microsoft Office Professional Suite   | 97        |
| Systems Management                  | Microsoft Systems Management Server   | 2.0       |
| Utilities                           | Network Associates (McAfee) Anti Virus  | 4.5       |
|                                     | WinZip by Nico Mak Computing  | 8.0 +     |
| World-Wide-Web Design               | Lotus Notes   | 5.0       |
|                                     | DreamWeaver   | 3 or 4    |
|                                     | Microsoft FrontPage   | 98        |
| World-Wide-Web Servers              | Lotus Domino  | 5.0       |
|                                     | Microsoft Internet Information Server   | 5.x, 4.0  |
| Word Processing                     | Microsoft Word (in MS-Office Suite)    | 97        |

- + New er versions are also included, unless a significant compatibility/support problem is discovered that requires a specific version be avoided. If the + symbol does not appear next to a version number in the list, new er versions must not be implemented w ithout official notice from MIS that a particular upgrade poses no significant support or compatibility problems.
- 📖 An attachment to this standard, "Office Automation Product Standards", provides more information on the reasons this softw are w as selected as a standard.
- 👤 Data processing support staff have received or w ill receive training on this softw are so that MIS and Information Resource Managers can provide the best possible support for this standard softw are.

## Non-Standard Software and Support Provided

| Category         | Software                                    | Version<br>+ | Platforms        |            |            |             |          |         | Support Available   |
|------------------|---|--------------|------------------|------------|------------|-------------|----------|---------|---|
|                  |   |              | Win.<br>200<br>0 | Win.<br>NT | Win.<br>95 | Win.<br>3.x | OS/<br>2 | DO<br>S |   |
| Operating System | Microsoft Windows NT Workstation AND Server | 4.0          |                  | ✓          |            |             |          |         | Full Support until 12/31/2002,<br><br>Minimal Support until 6/30/2003,<br><br><b>Phased Out</b> afterward due to end-of-life from the vendor and the resulting lack of security patches and support |

- + Newer versions are also included. If this symbol does not appear, newer versions must not be implemented without official notice from MIS that a particular upgrade poses no significant support or compatibility problems.
- ✓ This software is supported on this platform to the extent listed under "support available." However, support for and use of this combination of software and platform is expected to be phased out at a future date, as yet to be determined. MIS and the Data Processing Coordinators will work together to make such decisions.